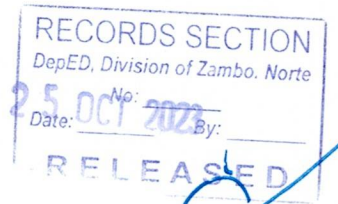




Republic of the Philippines
Department of Education

REGION IX
SCHOOLS DIVISION OF ZAMBOANGA DEL NORTE



Office of the Schools Division Superintendent

October 25, 2023

Division Memorandum

No. 49, s. 2023

**PROCEDURE IN RECEIVING AND RELEASING OF COMMUNICATION
AND OTHER DOCUMENTS**

To: PSDS and PICDs
School Heads, Public Elementary and Secondary Schools
Teaching, Related-Teaching and Non-Teaching Personnel
SDO Personnel
All Concerned

1. Relative to R.A. No. 9485 or "The Anti-Red Tape Act of 2007" in aiming to eliminate red tape, simplify frontline service procedures and formulate service standards to observe in every government transaction, all personnel of the Schools Division of Zamboanga del Norte are enjoined to follow and observe the local procedure in receiving and releasing of communication and other documents. Please see attached.
2. In addition, to reiterate, timelines shall be observed for the following types of transactions:
 - a. Ministerial Transaction- within 3 days;
 - b. Complex Transaction- within 7 days; and,
 - c. Highly Technical Transaction- within 20 days.
3. Widest dissemination of this memorandum is desired.

ROY C. TUBALLA EMD, JD, CESO VI
Schools Division Superintendent

OCT 25 2023

HRD/ nret/ DM- Procedure in Receiving and Releasing of Comm and other Docs
___ - 10252023



Address: Capitol Drive, Estaka, Dipolog City 7100 Tel. No.: (065) 212- 5843
Email: zn.division@deped.gov.ph Website: www.depedzn.net
FB: DepEd Tayo- Schools Division of Zamboanga del Norte

Receiving and Releasing of Communication and other Documents

The procedure for proper receiving and releasing of communications

Office or Division:		Records Unit		
Classification:		Simple		
Type of Transaction:		Government to Citizen (G2C) Government to Business (G2B) Government to Government (G2G)		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Communication		Records Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit official communication/ to the Records Receiving Area	1.1. Receive and check the completeness of communication	None	5 minutes	Receiving personnel Records Officer IV
	1.2. Forward communication and other documents to appropriate office	None	5 minutes	Records Staff
	1.3. Read and review communication	None	4 hours	SDO Staff
	1.4. Route communications to the concerned office/personnel	None	5 minutes	SDO Staff
	1.5. Act on the communication	None	2 days	Concerned office/ person
	1.6. Forward the acted communication to Records Section	None	5 minutes	SDO Staff
2. Client receives communication	2.1. Release the communication	None	5 minutes	Releasing personnel/ Records Officer IV
TOTAL		None	2 days 4 hours, 25 minutes	

*Note: For ministerial transaction- within 3 days, complex transaction- within 7 days, and for Highly Technical transaction- within 20 days